

## TECHNICAL EXHIBIT TE-3-PA PHILADELPHIA SERVICE CALL ANALYSIS FY 03

**PRIORITY DIST'N**

Priority	Pct.
EMERGENCY	3%
HOT/COLD	37%
URGENT	39%
ROUTINE	21%
100%	

**SERVICE CALL LABOR HR. DIST'N**

From	To	Pct.
	<=1	88.1%
>1	<=4	11.4%
>4	<=8	0.4%
>8	<=12	0.0%
>12	<=32	0.0%
>32		0.0%
		100.0%

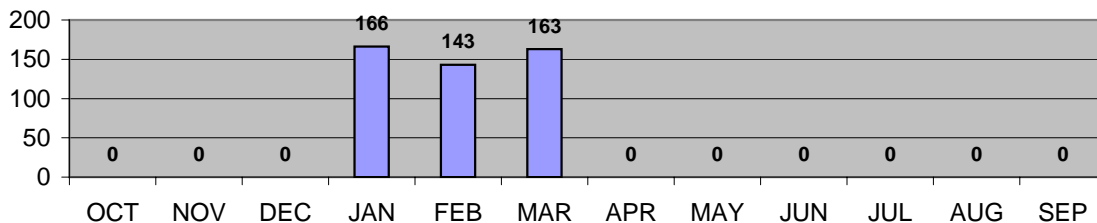
**SERVICE CALL TRADE DIST'N**

Trade	# Calls	Pct.
HOT/COLD	696	36.9%
ELECT	156	8.3%
LAMPS	196	10.4%
MECH	56	3.0%
STRUCT	156	8.3%
PLUMB	464	24.6%
FIRE/SAFE	64	3.4%
KIT	56	3.0%
EXTERIOR	12	0.6%
OTHER	32	1.7%
1888		100.0%

**AVG. # CALLS  
ISSUED/DAY**

7

**SERVICE CALL DIST'N BY MO**



NOTE: Service call counts and percentages are based on annualized data collected 1/1/03 - 3/31/03

An additional 200 service calls may be ordered to correct existing conditions costing less than \$500 in labor and materials identified during the Phase-In inspection at no additional cost to the Government.